



# COLLEGIATE UK COMPLAINTS PROCEDURE

At Collegiate UK, we aim to provide high standards of service and a positive experience for all our residents. We recognise, however, that occasionally issues may arise. When they do, we want to ensure that concerns are handled promptly, fairly, and with respect.

All individuals who use or are impacted by Collegiate UK's services have access to our Complaints Procedure. Feedback and complaints are also used to inform service improvement across our operations.

## **How to Make a Complaint**

If you wish to raise a complaint, please do so by speaking with a member of your Residence Team or by emailing your residence directly. In most cases, concerns can be addressed quickly and informally at site level.

We encourage you to raise any complaints as soon as possible and ideally within eight weeks of the incident or issue.

## **Stages of the Complaint Procedure**

### **Stage 1 – Initial Response (Local Resolution)**

Your Residence Team will seek to resolve complaints efficiently and informally wherever possible. If a service shortfall is identified, we will apologise and take appropriate corrective action.

Where a concern is more detailed or requires further investigation, you may be asked to put the complaint in writing. In such cases, a conversation with the General Manager may be arranged to better understand the circumstances.

If the complaint relates to the General Manager, it will be passed directly to Stage 2.

We aim to acknowledge all Stage 1 complaints within 48 hours (excluding weekends and public holidays).

### **Stage 2 – Senior Manager Review**

Should you remain dissatisfied following Stage 1, the matter can be escalated to a Senior Manager.

Before proceeding, we will confirm whether the issue has already been raised at site level. If not, the General Manager may first be asked to review the case, as they are often best placed to assist.

At this stage, further information may be gathered and you will be contacted using your stated preferred communication method. A clear explanation of our findings and any actions taken will be provided.

We aim to issue a full response within 10 working days. If additional time is required due to complexity, we will advise you of revised timescales.

### **Stage 3 – Final Review**

If, after Stage 2, you still believe your complaint has not been handled appropriately, or that a policy or process was not followed, you may request a final review.

This stage will be managed by a Senior Manager not previously involved with the case. Once this review is complete and a final decision communicated, the internal complaints process will be considered concluded.

Note: a complaint may be fully investigated and appropriately handled even if the outcome is not the one you were hoping for.

### **Request for Review**

If you believe your complaint was not managed in line with the published procedure, you may write to the Director of Operations and Commercial Strategy within 10 working days of receiving your Stage 3 response.

Please include your reasoning and relevant documentation. We will acknowledge receipt within 5 working days and provide a final decision within 20 working days.

### **Complaints Not Covered by This Procedure**

This procedure does not apply to:

- Complaints raised more than three months after the issue occurred (unless there are exceptional circumstances)
- First-time service requests (e.g. maintenance or repairs) These can be logged on your Collegiate Portal [www.collegiate-ac.com](http://www.collegiate-ac.com)
- Anonymous complaints
- Requests to cancel or be released from a tenancy
- Matters already resolved or being addressed by an external body (such as a university, ANUK, tribunal, or court)

### **Building Safety Complaints**

In accordance with the Building Safety Act 2022, residents are encouraged to raise concerns relating to building safety. These will be handled through this same complaints procedure and escalated appropriately.

### **Independent Redress**

If you remain dissatisfied after completing Collegiate UK's internal complaints procedure, you may escalate your concern to one of the following independent organisations:

- ANUK/Unipol National Code – <https://www.nationalcode.org>
- Property Redress Scheme – <https://www.theprs.co.uk/Consumer>
- Propertymark – <https://www.propertymark.co.uk>

## **Confidentiality**

All complaints will be dealt with confidentially though enquiries may have to be made to investigate the matters that are the subject of the complaint. The effectiveness of any complaints procedure depends on Collegiate UK being able to collect appropriate information from the parties involved in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with.

## **Harassment**

Collegiate UK seeks to create a residential environment which is free of harassment and which protects the dignity of students and staff irrespective of their gender, sexual orientation, racial or ethnic background, religion or disabled status. It regards sexual, racial or personal harassment very seriously and requires all students and staff to observe its policy in this area.

Students who believe they are experiencing harassment within their accommodation are advised to raise this with their warden in the first instance. You can also contact the Equality and Diversity Office or the Students Union Advice Centre.

## **External Referral**

Collegiate UK is registered to comply with the regulations set by the ANUK code of practice for larger student developments. If you believe that Collegiate UK has not dealt with your case properly, or that the outcome is unreasonable then you can, provided you have completed all of our internal procedures, complain to the ANUK Code directly.

